



Ordering Guide

Cisco Unified CallManager Express 4.0 Ordering Guide

To be used by authorized partners and direct accounts only

ORDERING CISCO UNIFIED CALLMANAGER EXPRESS 4.0

Cisco Unified CallManager Express is a feature in Cisco IOS software operating on specific routers. Each router operating Cisco Unified CME requires a feature license when deployed in a production environment.

Cisco Unified CallManager Express is only available to authorized partners holding one of the following certifications; IP Communications Express Specialization, IP Communications Specialization, or IP Tel Revised. For further details, please refer to: <http://www.cisco.com/go/specialization>.

For configuration and current pricing, use the Dynamic Configuration Tool on the Cisco Connection Online (CCO) web site. Information is available here: http://www.cisco.com/en/US/ordering/or13/order_customer_help_high_level_listing.html.

Checklist of Components required for a complete Cisco Unified CallManager Express IP Telephony Solution

- Cisco Unified CallManager Express Supported Router running supported version of IOS.
- Cisco Unified CallManager Express Feature License for the number of phones to be deployed.
- Voice Modules for connectivity to the PSTN or host PBX.
- DSP Resources for PSTN to IP connectivity
- Optional Cisco Unity Express voice mail module
- Cisco Unified IP Phones and Cisco Unified CallManager Express phone user license
- Data Switching using in the router switching with HWIC or Network Module (NM) module or Cisco Catalyst.
- SmartNet and SAS-U Maintenance Contract

Customers are encouraged to order a Cisco Unified CallManager Express Bundle for ease of ordering and discount advantages, see section 1 below. If a bundle is not used, components can be ordered separately, see section 2 below.

1. Ordering a Cisco Unified CallManager Express Router Bundle

A select number of Cisco Unified CallManager Express Router Bundles are available preconfigured with a Cisco Unified CallManager Express Feature License, memory, IOS Feature Set, and DSP resources to support IP telephony for 24-240 phones.

Table 1. Cisco Unified CallManager Express Integrated Services Router (ISR) Bundles

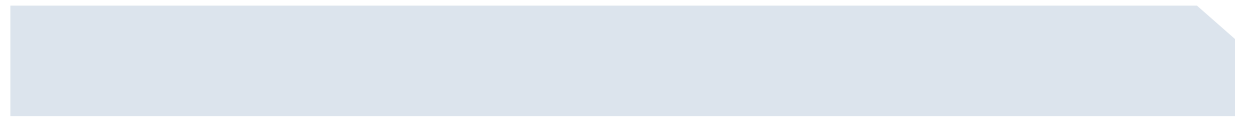
Technology	Product Family	Bundle	Description
Voice and Security	3800	CISCO3845-V3PN/K9	Cisco 3845 V3PN Bundle with IOS Advanced IP Services, PVDM2-64, AIM-VPN/HPII-PLUS, FL-CCME (240 users), 64 MB Flash/256 MB DRAM
		CISCO3825-V3PN/K9	Cisco 3825 V3PN Bundle with IOS Advanced IP Services, PVDM2-64, AIM-VPN/EPII-PLUS, FL-CCME (168 users), 64 MB Flash/256 MB DRAM
	2800	CISCO2851-V3PN/K9	Cisco 2851 V3PN Bundle with IOS Advanced IP Services Image, PVDM2-48, FL-CCME 96 users), AIM-VPN/EPII-PLUS, 64 MB Flash/256 MB DRAM
		CISCO2821-V3PN/K9	Cisco 2821 V3PN Bundle with IOS Advanced IP Services Image, PVDM2-32, FL-CCME (48 users), AIM-VPN/EPII-PLUS, 64 MB Flash/256 MB DRAM
		CISCO2811-V3PN/K9	Cisco 2811 V3PN Bundle with IOS Advanced IP Services Image, PVDM2-16, FL-CCME (36 users), AIM-VPN/EPII-PLUS, 64 MB Flash/256 MB DRAM

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		CISCO2801-V3PN/K9	Cisco 2801 V3PN bundle with IOS Advanced IP Services, PVDM2-8, FL-CCME (24 users), AIM-VPN/EP11-PLUS, 64 MB Flash/256 MB DRAM
Voice	3800	CISCO3845-CCME/K9	Cisco 3845 Voice Bundle with IOS SP Services, PVDM2-64, FL-CCME (240 users), 64 MB Flash/256 MB DRAM
		CISCO3825-CCME/K9	Cisco 3825 Voice Bundle with IOS SP Services, PVDM2-64, FL-CCME (168 users), 64 MB Flash/256 MB DRAM
		CISCO2851-CCME/K9	Cisco 2851 Voice Bundle with IOS SP Services, PVDM2-48, FL-CCME (72/96* users), 64 MB Flash/256 MB DRAM *Available with IOS Version 12.3(11)T release
	2800	CISCO2821-CCME/K9	Cisco 2821 Voice Bundle with IOS SP Services, PVDM2-32, FL-CCME (48 users), 64 MB Flash/256 MB DRAM
		CISCO2811-CCME/K9	Cisco 2811 Voice Bundle with IOS SP Services, PVDM2-16, FL-CCME (36 users), 64 MB Flash/256 MB DRAM
		CISCO2801-CCME/K9	Cisco 2801 Voice Bundle with IOS SP Services, PVDM2-8, FL-CCME (24 users), 64 MB Flash/256 MB DRAM

Table 2. Cisco Unified CallManager Express 1700, 2600, 3700 Router Bundles

Technology	Product Family	Bundle	Description
Voice	3700	CISCO3745-V-CCME	- DSPs: AIM-ATM-VOICE-30—DSPs for up to 30 voice calls - Memory: 64/128MB, Flash/DRAM - License: FL-CCME-120 (up to 120 users) - IOS SP Services
		CISCO3745-V-CCME-A	- DSPs: NM-HD-2V—DSPs for up to 8 voice calls - Memory: 64/128MB, Flash/DRAM - License: FL-CCME-120 (up to 120 users) - IOS SP Services
		CISCO3725-V-CCME	- DSPs: AIM-ATM-VOICE-30—DSPs for up to 30 voice calls - Memory: 64/128MB, Flash/DRAM - License: FL-CCME-MEDIUM (up to 48 users)—Upgradeable to 96 users - IOS SP Services
		CISCO3725-V-CCME-A	- DSPs: NM-HD-2V—DSPs for up to 8 voice calls - Memory: 64/128MB, Flash/DRAM - License: FL-CCME-MEDIUM (up to 48 users)—Upgradeable to 96 users - IOS SP Services
	2600XM	CISCO2651XM-V-CCME	- DSPs: AIM-ATM-VOICE-30—DSPs for up to 30 voice calls - Memory: 32/128MB, Flash/DRAM - License: FL-CCME-MEDIUM (up to 48 users) - IOS SP Services
		CISCO2611XM-V-CCME	- DSPs: NM-HD-2V—DSPs for up to 8 voice calls - Memory: 32/128MB, Flash/DRAM - License: FL-CCME-36 (up to 36 users) - IOS SP Services
	1700	CISCO1760-V-CCME	- DSPs: PVDM-256K-4—DSPs for up to 4 voice calls - Memory: 32/128MB, Flash/DRAM - License: FL-CCME-SMALL (up to 24 users) - IOS SP Services



Cisco Unified CallManager Express and V3PN router bundles may not include the latest IOS release, as it is advised most customers deploy using the recommended version. If your customer requires new hardware or software features available with a later release, customers can purchase the bundle then update to the later IOS release after receipt of the hardware. New hardware can be ordered using spares.

2. (a) Ordering a non bundled Router with Cisco IOS Software

Order a Cisco Unified CallManager Express supported router with the correct Cisco IOS Software image.

Supported routers include: IAD243X, 1760, 1760-V, 2600XM, 2691, and 2800, 3700, and 3800 series access routers.

Cisco Unified CallManager Express 4.0(1) is currently supported with IOS Release 12.4(4)XC and should only be used by customers requiring the latest features. The recommended release for most voice customers is 12.3(11)T or 12.4 mainline. Cisco IOS feature set needs to be IP Voice or higher. Refer to the Cisco Feature Navigator for past and current version information on the correct Cisco IOS Software image with support for Cisco Unified CallManager Express.

For further Cisco Unified CallManager Express 4.0 Specifications, please refer to:

http://www.cisco.com/en/US/products/sw/voicesw/ps4625/products_documentation_roadmap09186a0080189132.html.

2. (b) Ordering Cisco Unified CallManager Express Feature Licenses

A Cisco Unified CallManager Express feature license is included when purchasing a Cisco Unified CallManager Express bundle. If ordering separately or to add Cisco Unified CallManager Express feature to an existing router, or to add additional phone support by buying another feature license; select the appropriate Cisco Unified CallManager Express feature license from Table 3 below. If using the Dynamic Configuration tool choose the correct license under “Feature License for IP Telephony” menu.

Feature Licenses can be combined to reach a specific phone requirement.

For proof of purchase customers should retain Feature License Letter plus copy of Invoice.

Table 3 gives the details of the licenses.

Table 3. Cisco Unified CallManager Express Feature License

FL-CCME-SMALL(=)	• Supports up to 24 phones • Supported on: IAD 243X, 1751-V, 1760, , 2691, and 2600XM1, 2800, 3700, 3800 Series
FL-CCME-36(=)	• Supports up to 36 phones • Supported on: 2600XM¹, 2691, 2811, 2821, 2851, and 3700 and 3800 Series
FL-CCME-MEDIUM(=)	• Supports up to 48 phones • Supported on: 2651XM¹, 2821, 2851, 2691, and 3700, 3800 Series
FL-CCME-72 (=)	• Supports up to 72 phones • Supported on: 2851, 2691, and 3700, 3800 Series
FL-CCME-96 (=)	• Supports up to 96 phones • Supported on: 2851, and 3700, 3800 Series
FL-CCME-120(=)	• Supports up to 120 phones • Supported on: 3700 and 3800 Series
FL-CCME-144(=)	• Supports up to 144 phones • Supported on: 3700 and 3800 Series

¹ The Cisco 261x-XM and 262x-XM routers support a maximum of 36 phones each.

FL-CCME-168(=)	- Supports up to 168 phones - Supported on: 3745, 3825, and 3845
FL-CCME-192(=)	- Supports up to 192 phones - Supported on: 3745 and 3845
FL-CCME-240(=)	- Supports up to 240 phones - Supported on: 3845

3. Verify Memory Requirements

Ensure that you have met the minimum Flash and DRAM memory requirements recommended to support Cisco Unified CallManager Express. Additional memory is recommended to support future releases of this product. The Dynamic Configuration Tool will not accept an Cisco Unified CallManager Express order with insufficient Flash or DRAM memory selected. Memory requirements are based on common configurations only. A large number of phones, PSTN modules and complex configurations may require more memory then recommended.

For recommended memory requirements go to the Cisco Unified CallManager Express specifications sheet for the version being deployed listed here: http://www.cisco.com/en/US/products/sw/voicesw/ps4625/products_documentation_routermap09186a0080189132.html.

4. Adding PSTN Modules

Add analog or PSTN modules to meet customer requirements for voice connectivity. Details on the different modules please refer to: http://www.cisco.com/en/US/partner/products/hw/modules/ps3115/prod_module_series_home.html.

5. Adding Cisco Unity Express Voice Mail

If Voice Mail and/or auto-attendant is desired, add Cisco Unity Express by selecting part number NM-CUE or AIM-CUE plus the required software package(s). Details are available in the Cisco Unity Express ordering guide available here: http://www.cisco.com/en/US/partner/products/sw/voicesw/ps5520/products_qanda_item09186a00801c63a2.shtml.

Cisco Unity voice mail or Unified Messaging is supported with Cisco Unified CallManager Express. Follow Cisco Unity ordering guidelines available on CCO.

6. Order IP Phones and Cisco Unified CallManager Express user licenses

When ordering Cisco Unified IP phones for Cisco Unified CallManager Express, you must purchase the phone and appropriate Cisco Unified CallManager Express Phone License. These licenses are available in the Dynamic Configuration Tool using the IP Phone part number.

Table 4. Direct Purchase Cisco IP Phone and Cisco Unified CallManager Express Phone License

Cisco IP Phone Model	Direct Cisco Unified CME Phone License
CP-7971G-GE	SW-CCME-UL-7971(=) 7971 CCME user license
CP-7970G	SW-CCME-UL-7970(=) 7970 CCME user license
CP-7961G	SW-CCME-UL-7961(=) 7961 CCME user license
CP-7960G	SW-CCME-UL-7960(=) 7960 CCME user license
CP-7941G	SW-CCME-UL-7941(=) 7941 CCME user license

CP-7940G	SW-CCME-UL-7940(=) 7940 CCME user license
CP-7920	SW-CCME-UL-7920 (=) 7920 CCME user license
CP-7912G	SW-CCME-UL-7912(=) 7912 CCME user license
CP-7911G	SW-CCME-UL-7911(=) 7911 CCME user license
CP-7905G	SW-CCME-UL-7905(=) 7905 CCME user license
CP-7902G	SW-CCME-UL-7902(=) 7902 CCME user license
CP-7936	SW-CCME-UL-7936(=) 7936 CCME user license
N/A	SW-CCME-UL-ANA(=) Single SCCP analog CCME user license
N/A	SW-CCME-UL-3PTYM User License 3rd party Multi Line Phone

Customers ordering through distribution should use the bundle part numbers listed in table 5 which include the Cisco Unified IP Phone and user license.

Table 5. Distribution Purchase Cisco Unified CallManager Express Phones and License Bundles

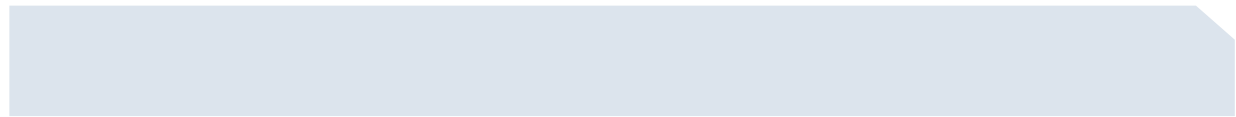
Cisco IP Phone Model
CP-7971G-GE-CH1
CP-7970G-CH2
CP-7961G-CH1
CP-7960G-CCME
CP-7941G-CH1
CP-7940G-CCME
CP-7920-CH1-K9
CP-7912G-CCME
CP-7911G-CH1
CP-7905G-CCME
CP-7902G-CCME
CP-7936-CH1

7. Technical Support Services

Cisco offers two types of maintenance contracts for Customers; SmartNet for hardware including Cisco Routers and IOS Software, and Software Application Support plus Upgrades (SAS-U) for applications like Cisco Unified CallManager Express and Cisco Unity Express.

SMARTnet Contract covers the router hardware and all modules plus includes IOS upgrades. SAS-U support covers TAC support for the Cisco Unified CallManager Express telephony application.

Starting in Jan 2005, Cisco offers a SMARTnet or SP Base contract plus SAS-U Technical Support Services Bundle (TSS) for Cisco Unified CallManager Express and V3PN Integrated Services Router Bundles. Look at the description of the SMARTnet SKU for SAS-U.



These new Tech Support Services bundles are the default when using the Dynamic Configuration Tool or can be ordered separately (or on renewal) and include a 20% discount vs buying the two service contracts separately.

To look up TSS Bundle pricing and availability please use the Service Contract Center pricing tool which is available from this main pricing menu; <http://www.cisco.com/en/US/partner/ordering/index.shtml>.

If ordering Cisco Unified CallManager Express SAS-U support separately, please note many of the previous SAS-U part numbers are no longer available. Customers are encouraged to purchase the TSS Bundle or can purchase SAS-U separately using the SKU in table 6.

Table 6. Cisco Unified CallManager Express Service Pricing

Product Part Number	Number of Phones Covered	SASU Part Number
FL-CCME-SMALL(=)	SAS-U support for 24 Phones	CON-SAU-CCME-SM
FL-CCME-MEDIUM(=)	SAS-U support for 48 Phones	CON-SAU-CCME-MED

8. Applications and Migration to SRST

When ordering a Cisco Unified CallManager Express feature license with a router, Cisco Unified CallManager Express system files such as music on hold, GUI, and phone firmware are pre-loaded on the router during the manufacturing process. To download additional applications such as TCL-based B-ACD, Automated Attendant and TAPI "Lite" TSP files please refer to: Cisco Connection Online <http://www.cisco.com/kobayashi/sw-center/sw-voice.shtml> (CCO Login Required).

The Cisco Unified CallManager Express Feature License includes a provision to use the feature license for Survivable Remote Site Telephony (SRST) mode without an additional charge or re-licensing to Cisco. Customers only need to re-configure the router for SRST mode. If additional phones to be supported with SRST are required beyond the current Cisco Unified CallManager Express license, then additional SRST feature licenses (FL-SRST-XXXX=) must be purchased to support the maximum per platform type.

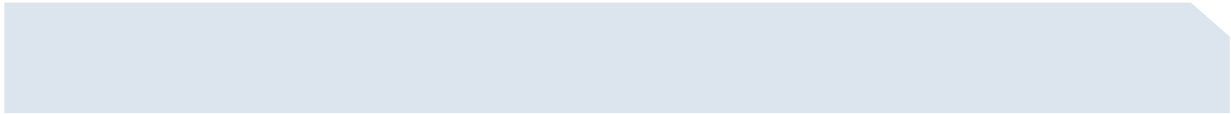
Customers migrating from Cisco Unified CallManager Express to Cisco Unified CallManager 5.x or higher will need to contact Cisco Customer Service for conversion of Cisco Unified IP Phone user licenses to Cisco Unified CallManager 5.x device licenses.

Customers who want to use Gatekeeper functionality or Tandem Gateway for support of H.450 in front of Cisco CallManager need to do so on a dedicated router. These features are not supported on the Cisco Unified CallManager Express enabled router. Customers should order proper sized router and Integrated Voice and Video Services Feature License, which offers Gatekeeper, IPtoIP Gateway and Tandem Gateway (H.450) support in one feature license.

Customers can migrate a Cisco Unified CallManager Express or Cisco Unified SRST Feature License from one router to another for the same number of phones licensed. For example a customer currently using a Cisco 2621XM with FL-CCME-SMALL license for 24 phones can apply this same license on a new Cisco 2851. As the Cisco 2851 supports 96 phones, if the customer wants to support more than 24 phones, they need to purchase an additional FL-CCME-xxxx to make up the difference between the 24 phones license and the number desired.

For Cisco Unified CallManager Express Configuration Documentation, please refer to:
<http://www.cisco.com/univercd/cc/td/doc/product/voice/its/index.htm>.

If you have questions about the ordering process please contact access-ccme-cue@cisco.com.



Corporate Headquarters
Cisco Systems, Inc.
170 West Tasman Drive
San Jose, CA 95134-1706
USA
www.cisco.com
Tel: 408 526-4000
800 553-NETS (6387)
Fax: 408 526-4100

European Headquarters
Cisco Systems International BV
Haarlerbergpark
Haarlerbergweg 13-19
1101 CH Amsterdam
The Netherlands
www-europe.cisco.com
Tel: 31 0 20 357 1000
Fax: 31 0 20 357 1100

Americas Headquarters
Cisco Systems, Inc.
170 West Tasman Drive
San Jose, CA 95134-1706
USA
www.cisco.com
Tel: 408 526-7660
Fax: 408 527-0883

Asia Pacific Headquarters
Cisco Systems, Inc.
168 Robinson Road
#28-01 Capital Tower
Singapore 068912
www.cisco.com
Tel: +65 6317 7777
Fax: +65 6317 7799

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